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PATENT TRADEMARK OFFICE

Docket No. 2455-4621

#2  
10-24-01



**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant(s): Steven Todd

Group Art Unit: TBA

Serial No.: TBA

Examiner: TBA

Filed: May 7, 2001

For: AUTOMATED SALES SUPPORT METHOD & DEVICE

**INFORMATION DISCLOSURE STATEMENT**

Commissioner for Patents  
Washington, D.C. 20231

Sir:

This Information Disclosure Statement is filed in accordance with 37 C.F.R. §§1.56, 1.97 and 1.98. The items listed on Form PTO-1449, a copy of which is enclosed, are made of record to assist the Patent and Trademark Office in its examination of this application. The Examiner is respectfully requested to fully consider the items and to independently ascertain their teaching.

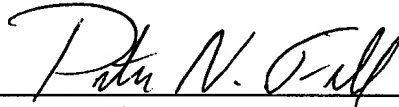
1. ☐ For each of the following items listed on the enclosed copy of Form PTO-1449 that is not in the English language, an English language translation of that item or a portion thereof or a concise explanation of the relevance of that item is enclosed:
2. ☐ For each of the following items listed on the enclosed copy of Form PTO-1449 that is not in the English language, a concise explanation of the relevance of that item is incorporated in the specification of the above-identified application.
3. ☐ Any copy of the items listed on the enclosed copy of Form PTO-1449 that is not enclosed with this Information Disclosure Statement was previously cited by or submitted to the Patent and Trademark Office in application Serial No. \_\_\_\_\_, filed . . .  
\_\_\_\_\_.

4. ☒ No fee is due under 37 C.F.R. §1.17(p) for this Information Disclosure Statement since it is being filed in compliance with:
- ☒ 37 C.F.R. §1.97(b)(1), within three months of the filing date of a national application other than a CPA; or
  - ☐ 37 C.F.R. §1.97(b)(2), within three months of the date of entry into the national stage as set forth in §1.491 in an international application; or
  - ☐ 37 C.F.R. §1.97(b)(3), before the mailing date of a first Office action on the merits; or
  - ☐ 37 C.F.R. §1.97(b)(4), before the mailing date of a first office action after the filing of an RCE under §1.114.
- ☒ The Commissioner is hereby authorized to charge any additional fees which may be required for this Information Disclosure Statement, or credit any overpayment to Deposit Account No. 13-4500., Order No. 2455-4621. A DUPLICATE COPY OF THIS SHEET IS ATTACHED.

Respectfully submitted,  
MORGAN & FINNEGAN, L.L.P.

Dated: May 7, 2001

By: \_\_\_\_\_



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<b>FORM PTO-1449</b>  <b>INFORMATION DISCLOSURE CITATION</b>			Attorney Docket: 2455-4621		Serial No.: TBA	
			Applicant: Steven Todd			
			Filing Date: May 7, 2001		Group Art Unit: TBA	

JCS 78 U.S. PTO  
 09/850073  
 05/07/01

U.S. PATENT DOCUMENTS						
Examiner Initial	Patent Number	Issue Date	Name	Class	Sub-Class	Filing Date
	6,173,310 B1	1/09/01	Yost et al.			
	6,154,766	11/28/00	Yost et al.			
	6,151,601	11/21/00	Papierniak et al.			
	6,067,525	5/23/00	Johnson et al.			

FOREIGN PATENT DOCUMENTS						
Examiner Initial	Patent Number	Issue Date	Country	Class	Sub-Class	Translation
						<input type="checkbox"/> Yes <input type="checkbox"/> No
						<input type="checkbox"/> Yes <input type="checkbox"/> No
						<input type="checkbox"/> Yes <input type="checkbox"/> No
						<input type="checkbox"/> Yes <input type="checkbox"/> No

OTHER DOCUMENTS (Including Author, Title, Date, etc.)	
	Michael J. Miller, Sales-Force Automation Solutions, Sept. 11, 2000
	Analysis Turns To Action, July 24, 2000
	Customer Relationship Management Software, Lara L. Sowinski,
	Ramping Up Sales Service, Infoworld, August 16, 1999
	A Working Definition Of Customer Care, Barton Goldenberg
Examiner	Date Considered

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP §609.  
 Draw line through citation if not in conformance and not considered.  
 Include copy of this form with next communication to Applicant.